ANTHONY G. BROWN
Attorney General

CANDACE MCLAREN LANHAM
Chief of Staff

CAROLYN A. QUATTROCKI
Deputy Attorney General

STATE OF MARYLAND
OFFICE OF THE ATTORNEY GENERAL

Small Procurement - Request for Proposals

Applicant Tracking System
October 23, 2023

Purpose:

The Office of the Attorney General (hereinafter "OAG") seeks an applicant tracking system to manage its recruitments for attorneys and other staff. This small procurement will allow our office to manage recruitment cycles efficiently and expeditiously by enhancing complex and comprehensive workflows. The system will allow us to recruit top-tier legal and professional talent as we continue to provide excellent legal services to the State of Maryland

Background

The Attorney General is the chief legal officer of the State of Maryland. The Office of the Attorney General (OAG) has the general charge, supervision, and direction of the State's legal business, acting as legal advisors and representatives of the major agencies, various boards, commissions, officials, and institutions of State Government. The OAG is also responsible for civil and, in some cases, criminal enforcement of laws intended to protect the public. The OAG's affirmative enforcement activities are conducted through Units and Divisions (hereinafter "Team"), including the Antitrust Division, Civil Rights Division, Consumer Protection Division, Criminal Division, Environmental Crimes Unit, Insurance Fraud Division, Medicaid Fraud Control Unit, Independent Investigations Division, and Securities Division. As Maryland's 47th Attorney General, Anthony G. Brown leads the Office with a critical focus on equity, justice, and fairness.

Solution & Vendor Requirements

The OAG seeks a software or cloud-based solution to manage its recruitment of legal and other professional talent. The selected solution will be a user-friendly system that has efficient workflows to save time and allow for seamless and timely application lifecycles.

The preferred capabilities and characteristics of the solution and vendor are, but not necessarily limited to:

- General Capabilities
    - Ability to run a full recruitment/hiring cycle.
    - Extensive customization and configurability capabilities.
    - Site access for Human Resources Staff, Hiring Managers, Applicants, and System Administrators
        - This access must allow for varying levels of permissions.
    - Ability to access the system and submit applications via mobile devices.

- Communication Capabilities
  - Communicate with and track communications with internal (hiring managers) and external (applicants) users via the system (email)
  - Ability to set up message templates.
  - Interview scheduling/calendar integration with Outlook and Google Apps
  - Notifications to non-qualified or non-selected applicants

- Reporting/Analytics Capabilities
  - Built in standard reports on common metrics, including statistics on applicants, vacancy status, time-to-hire and bottlenecks identification.
  - Management dashboards highlighting key information/task requiring completion.
  - Ad-hoc reporting capability
  - Data export and connection capabilities via APIs and/or connectors to data analytics software
  - Ability to collect data related to agency's diversity, inclusion, and belonging efforts.

- Job Posting and Applicant Management Capabilities
  - Libraries for screening questions, job descriptions, postings and other needed templates, and ability to attach templates to job postings.
  - Multiple application types for different position types
  - Ability for applicants to directly submit and edit applications, resumes, cover letters, writing samples, & other documents
  - Interface with social media and advertising platforms, with posting capabilities on specific job websites, publications, and databases
  - Ability to automatically post, edit and remove job postings from external sites.
  - Ability to allow applicants to check the status of their application.
  - Ability to allow applicants to apply for more than one position (and ability for agency to be able to see where else in the organization an applicant applied)
  - Ability to stores job candidate information, including resumes, cover letters, references

- Evaluation and Screening Capabilities
  - Ability to use automated and/or artificial intelligence capability to identify qualified applicants, score applications, parse resumes, or otherwise assist in application review.
  - Capability for key word identification in application screening.
  - Boolean logic and advance keyword search to help build short lists
  - Ability to rank and/or score applicants based on question responses.
  - Grammar/spell check capabilities
  - Ability to combine past applicants, internal candidates, referrals and sourced candidates in one pool
  - Ability to set up/manage approval workflows
  - Automated email notifications for each step in the approval workflow
  - Ability to approve/reject requests without having to log into the system
  - Ability for HR/Search Committee to download all applicants for a specified position into one document for printing/reviewing
  - Ability to create custom forms, including:
    - Interview/Search Committee confidentiality forms
    - Criteria checklists
    - Justification forms

- On-boarding Capabilities
  - Generation of offer letters and electronic delivery to selected candidates.
  - Ability to send and receive new hire documents for online completion and allow for electronic

signatures.
- o Connections to or interface with common HR systems, either through established connectors or APIs

- Training and Customer Support Requirements
  - o Ability to provide ongoing customer support via chat, phone and email.
  - o Ability to provide manuals and training during the duration of the contract.
  - o Dedicated account manager and implementation manager

A contract start date on or about November 15, 2023, is anticipated. A two-year term is preferred.

Submission Instructions and Process
- No specific form is required for your response to this Request for Proposals. Please provide whatever information you believe is appropriate to demonstrate your fit for this project, including, the functionality your solution provides, an estimated timeline for product implementation, and the cost and pricing methodology.
- This is a Small Procurement under Maryland law. Proposals with costs over $100,000 cannot be considered.
- Please email your response to Ben Wolff, Director of Strategic Operations, at bwolff@oag.state.md.us, with copies to:
  - o Christian Barrera, Chief Operating Officer, cbarrera@oag.state.md.us
  - o Bev Pivec, Director of Administration & Procurement Officer, bpivec@oag.state.md.us, 410-576-6442
  - o Janice Clark, Contract manager, jclark@oag.state.md.us, 410-576-7033
    - **All submissions are due by 5:00 PM EDT on Thursday, November 2, 2023.**
    - Based on a review of qualifications, meetings may be scheduled with one or more potential vendors, with further discussions and negotiations to follow.
    - The basis for the award will be "most advantageous offer."
    - Small businesses and Minority-owned, Women-owned, and Veteran-owned businesses are encouraged to submit proposals and should list any applicable certifications in your submission. If you are not certified, information is available at https://procurement.maryland.gov/business-community/
- The chosen vendor, if not already registered, will be required to establish an account on emma, the State's online procurement website.
- The chosen vendor must be registered to do business with the state of Maryland and be in good standing. Check your business' registration at https://businessexpress.maryland.gov/. More information about the registration process can be found at https://egov.maryland.gov/BusinessExpress/Home/ProcessingTimes.

Questions
- Questions about the substance of this Request for Proposals should be directed to Ben Wolff at the email listed above.
- Questions about the procurement and contracting process may be directed to Bev Pivec or Janice Clark at the email or telephone listed above.